

Course : Microsoft Dynamics 365 Field Service (Microsoft MB-240)

Official MB-240 course, exam preparation

Practical course - 4d - 28h00 - Ref. DYG

With this training course, you'll learn how to effectively configure a Dynamics 365 for Field Service implementation to make the most of the tools and features available to effectively manage a mobile team.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Configuring the Field Service application
- ✓ Managing work orders
- ✓ Defining and using SLAs and entitlements
- ✓ Plan and allocate resources
- ✓ Customize the mobile application for technicians
- ✓ Manage assets and customer history
- ✓ Monitor inventory and orders
- ✓ Integrating Remote Assist and Power Platform

Intended audience

IT professionals with experience or interest in implementing Field Service solutions for large-scale customers.

Prerequisites

Working knowledge of Microsoft Dynamics 365 functionalities.

Certification

Successful completion of the MB-240 exam leads to certification as a "Microsoft Certified: Dynamics 365 Field Service Functional Consultant Associate".

[Comment passer votre examen ?](#)

PARTICIPANTS

IT professionals with experience or interest in implementing Field Service solutions for large-scale customers.

PREREQUISITES

Working knowledge of Microsoft Dynamics 365 functionalities.

TRAINER QUALIFICATIONS

The experts who lead the training courses are specialists in the subjects covered. They are approved by the publisher and certified for the course. They have also been validated by our teaching teams in terms of both professional knowledge and teaching skills for each course they teach. They have at least three to ten years of experience in their field and hold or have held positions of responsibility in companies.

ASSESSMENT TERMS

Assessment of targeted skills prior to training.

Assessment by the participant, at the end of the training course, of the skills acquired during the training course.

Validation by the trainer of the participant's learning outcomes, specifying the tools used: multiple-choice questions, role-playing exercises, etc.

At the end of each training course, ITTCERT provides participants with a course evaluation questionnaire, which is then analysed by our teaching teams. Participants also complete an official evaluation of the publisher.

An attendance sheet for each half-day of attendance is provided at the end of the training course, along with a certificate of completion if the participant has attended the entire session.

Practical details

Teaching methods

Training in French. Official course material in digital format and in English. Good understanding of written English.

Course schedule

1 Managing work orders in Dynamics 365 Field Service

- Define contracts in Dynamics 365 Field Service.
- Use service level agreements (SLAs) and rights in Dynamics 365 Field Service.
- Incident types in Dynamics 365 Field Service.
- Inspections in Dynamics 365 Field Service.
- Customer assets in Dynamics 365 Field Service.

2 Universal resource planning in Microsoft Dynamics 365 Field Service

- Configure reservable resources in Dynamics 365 Field Service.
- Manage scheduling options in Dynamics 365 Field Service.
- Customize the planning table in Dynamics 365 Field Service.
- Deploy optimized resource planning.
- Use resource planning optimization in Dynamics 365 Field Service.
- Plan teams, installations and resource pooling in Dynamics 365 Field Service.

3 Implementing Microsoft Dynamics 365 Field Service

- Configure Microsoft Dynamics 365 Field Service.
- Managing work orders in Dynamics 365 Field Service.
- Define contracts in Dynamics 365 Field Service.
- Use service level agreements (SLAs) and rights in Dynamics 365 Field Service.
- Create custom applications for Dynamics 365 Field Service.
- Get to grips with the Dynamics 365 Field Service mobile application.
- Customize and configure the Dynamics 365 Field Service mobile application.

4 Solve problems in real time with Dynamics 365 Remote Assist

- Start making calls with Remote Assist.
- Integrate Dynamics 365 Remote Assist with Dynamics 365 Field Service.

5 Discover the fundamentals of Microsoft Dynamics 365 Field Service

- Explore Dynamics 365 Field Service.
- Describe the planning capabilities of Dynamics 365 Field Service and related applications.

TEACHING AIDS AND TECHNICAL RESOURCES

The teaching resources used are the publisher's official materials and practical exercises.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training course.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you have specific accessibility requirements? Contact Ms FOSSE, disability advisor, at the following address: psh-accueil@orsys.fr so that we can assess your request and its feasibility.